



## Dealing with Difficult People

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*A 2-Day Hands on TMS Experience  
Delivered in Live or Live Virtual Classrooms!*

### **Course Description:**

One of the key elements of performance-based management in government is the ability to get results through other people. This practical, skills-oriented program provides insights into human behavior at work, improves communication skills so people respond positively, and enhances the motivational tools associated with top performance. Participative leadership concepts are integrated into current issues such as working with the problem employee, gaining buy-in for change, conflict resolution skills, and holding effective meetings. Communication models emphasizing personal understanding and consensus agreements are used along with exercises and simulations for integrative learning.

### **Learning Objectives & Topics Covered in this Workshop:**

- Understand personality styles and their impact on people
- Anticipate and avoid communication games—a language audit
- Avoiding communication breakdowns—causes and solutions
- Identify reasons good people act irrationally getting back on track
- Planning for personal engagement—effective techniques
- Develop strategies for turning unpleasant conversations into constructive interaction
- Environmental factors that create behavior problems
- Develop solutions that work for all sides

### **Audience:**

This workshop is designed for all government personnel.

### **Toolkits:**

Receive a Student Handbook and Online Toolkit, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

### **Additional Information**

**CPE Credits:** 16.0

**CEU Credits:** 1.6

**Suggested Program**

**Prerequisites:** None

**Advanced Preparation:**

None

**NASBA Program Level:**

Basic

**NASBA Field of Study:**

Communications and  
Marketing

**Delivery Method:** Group Live

– Live Virtual Classroom

